MA

Michael
ANDERSON

CLOUD SYSTEMS ADMINISTRATOR

Enthusiastic Cloud Systems Administrator with over 4 years of experience in cloud management and support. Expertise in Microsoft Azure and cloud security best practices. Known for implementing solutions that drive efficiency and enhance security. Strong problem-solving abilities and a keen eye for detail, enabling the identification and resolution of issues quickly.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Azure
- Cloud Security
- Documentation
- Technical Support
- Monitoring
- Team Collaboration

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN NETWORK ADMINISTRATION

ACHIEVEMENTS

- Improved cloud service delivery times by 30% through process optimization.
- Recognized for outstanding customer service in cloud support roles.
- Developed a training program that increased staff knowledge of cloud systems.

WORK EXPERIENCE

CLOUD SYSTEMS ADMINISTRATOR

Cloud Technologies LLC

2020 - 2025

- Managed Azure cloud resources, improving system performance and reducing costs by 15%.
- Implemented security protocols, ensuring compliance with company policies and regulations.
- Created and maintained documentation for cloud processes and procedures.
- Provided tier-2 support for cloud-related issues, resolving 95% of tickets on first contact.
- Collaborated with IT teams to integrate new services into existing cloud infrastructure.
- Monitored system health and performance, proactively addressing potential issues.

CLOUD SUPPORT SPECIALIST

Tech Support Inc.

2015 - 2020

- Assisted in the migration of services to Azure, ensuring minimal disruption to operations.
- Provided technical support for cloud applications, achieving a high customer satisfaction rate.
- Participated in training sessions on cloud technologies for staff and users.
- Developed troubleshooting guides that improved response times for cloud issues.
- Engaged with clients to understand their cloud needs and provide tailored solutions.
- Contributed to a project that improved cloud service uptime by 20%.